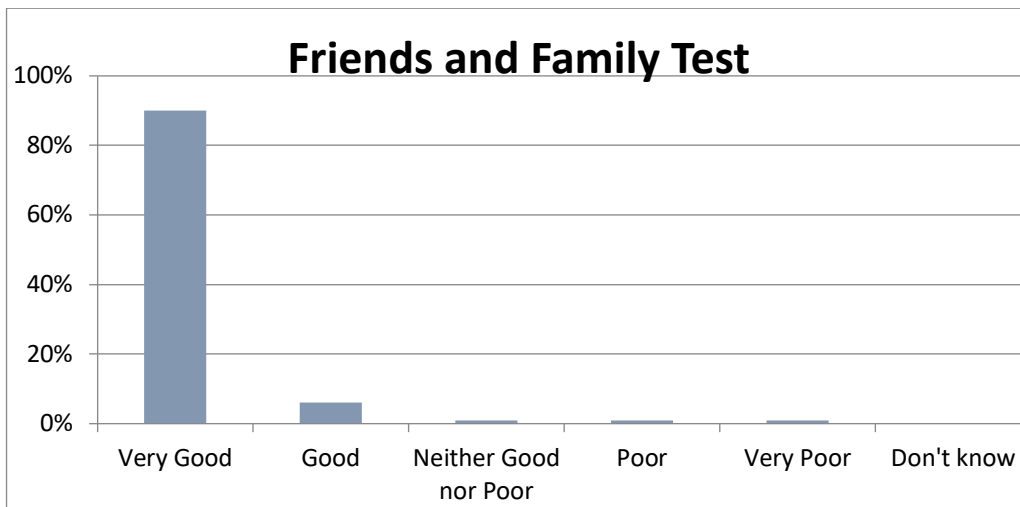


Friends and Family Test June 2024 Summary

How likely are you to recommend our service to friends and family if they need similar care or treatment?

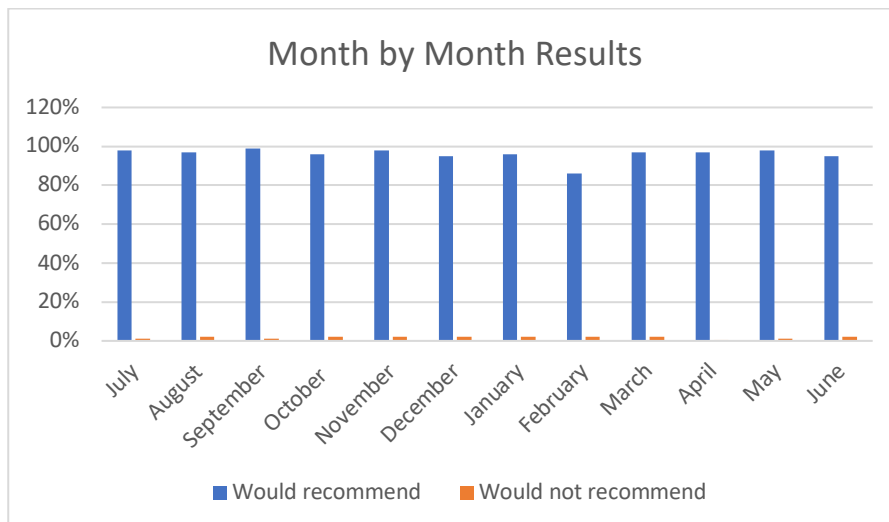
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
338	21	7	6	3	1
90%	6%	1.6%	1.6%	0.8%	0%



This has to be presented to NHS England and the public as:

Would Recommend	Would not Recommend
359	9
95%	2%



Friends and Family Test June 2024 Summary

<p>June 2024</p> <p>Text responses to question:</p> <p>How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</p>	
<p>Due to heavy traffic for some unknown reason phoned ahead to say will be delayed not a problem , once in waited nurse called me in professional as always</p>	
<p>Able to get a same day appointment Friendly and helpful reception staff Clean surgery Efficient appointment</p>	
<p>Very helpful appointment with the doctor</p>	
<p>I managed to get a same day appointment which I really needed. Doctor was very helpful & informative and gave me a prescription.</p>	
<p>Dr - very thorough and professional. Just running 50 mins behind schedule poor thing!</p>	
<p>I was seen promptly and the nurse was very professional.</p>	
<p>On time cheerful nurse nice waiting area</p>	
<p>Lovely person with a nice smile</p>	
<p>The doctor and receptionist were very helpful patient and kind</p>	
<p>Felt listened to by the doctor also helpful reception staff. 30 minute wait to be seen but made aware there was a delay on arrival</p>	
<p>Short wait time. Friendly nurse and didn't feel rushed.got to ask what I needed. Felt like I got all the info I needed and checked over thoroughly.</p>	
<p>Dr Jackson was very knowledgeable and showed empathy and understanding</p>	
<p>GP very generous with her time. V useful advice provided with clear plan going forward.</p>	
<p>Really easy check in and was out my blood test very quickly. Also I needed to request restarting a repeat prescription which the receptionist dealt with which was really helpful and saved me having to call in. Thanks for great service</p>	
<p>Good</p>	
<p>The nurse had lovely conversation</p>	
<p>Rang on time and thorough</p>	
<p>Lovely helpful doctor</p>	
<p>Appointment took place on time. Claire's questions were clear. Bloods, weight and BP took very little time at all. Claire's friendly manner was reassuring.</p>	
<p>Got seen on the day I rang, friendly receptionist, doctor very informative</p>	
<p>The nurse who checked my post operation scar saw me on time and was very caring, friendly and gentle when uncovering my scar. She also gave me advice on how to care for my scar now that there was no protection covering it. Excellent , as always ??</p>	
<p>Quick and efficient</p>	
<p>Excellent support from all staff I've interacted with. I find the Text reminders great (although I'm not likely to forget an appointment) Many thanks for all you do for me.</p>	
<p>As usual, the nurses are pleasant and prompt.</p>	
<p>Doctor's manner was very calming</p>	
<p>I was seen promptly & received a very efficient consultation.</p>	
<p>Still have to see a doctor</p>	
<p>Happy patient ?? professional and great team</p>	
<p>Always on time and excellent kind nurses</p>	
<p>Prompt appointment .Given time and care by the Doctor who was very caring</p>	

Friends and Family Test June 2024 Summary

Quick appointment
Quick call, did have to wait a while for an appointment for a repeat prescription but Dr was friendly informative and the appointment was quick and easy
Friendly professional staff.
Friendly helpful staff
On time, very nice nurse Wendy Kendrick
Doc. Maronge rang with X-ray results. Very good service Thankyou
Dr Wright rang me to update me on some test results and how she planned to progress further.She is very caring and thorough.
I saw Dr Cowley before the appointment time, she explained the test results clearly and advised managing symptoms. In addition, she reassured me the wart on my waistline was harmless
No problems.
Helpful receptionist and very nice doctor
Very good and given great service thank-you
I was listened to, and hopefully problem will be sorted, thank you.
Friendly receptionist when I called at 8:30
Lovely doctor that listened, gave advice and helped. Very reassuring and made us feel much better. Dr Cowley was fantastic!
Didn't have to wait long and got referred to physio who booked me in within 5 days
Always a friendly service had a blood test and INR Check. Thank you both ladies.
Easy appointment. Informative. Didn't take that long.
Called when she said she would and was interested in how I was getting on with my hip pain
Timely appointment and pleasant staff
Seen on time - polite and friendly nurse
Very efficient
Pleasant and efficient blood test.
I have a very complex health problem.
I felt very safe and confident in the care of Dr. Cowley.
Pharmacist answered all my questions. She was professional, and dealt with my concerns in a very friendly manner.
Nurse was friendly and very efficient
Nurse very kind and efficient, reception very helpful over steroid prescription.
I have always found the Dr's and staff always to be friendly, and helpful
Checked in smoothly and Dr was very welcoming and helpful.
I was late/forgot about my appointment, and so instead the nurse called me so it could be done over the phone, rather than having to re-arrange. Overall good and helpful service.
I received a phone call requesting a blood test we arranged this blood test at the same time as my husband we both arrived this morning my husband had his but the nurse could find no information as to why and who has asked for it she did try to find
Smooth process
Excellent call back service.
I was treated very well.
Nurse always very friendly and helpful. Lots of advice given from nurse which was very informative.
Because Dr Morange was kind and very thorough.
The nurse was lovely and gentle and explained all about any possible symptoms and side effects.
On time, friendly, explained everything, all sorted ?
Quick appointment
Dr Saunders is a very kind & understanding GP I feel she genuinely listens to your health concerns and put your mind at rest. Very happy with the service at Willington, very lucky to have such lovely staff & doctors
First visit for years very impressed with consultation and information I received from the receptionist.

Friends and Family Test June 2024 Summary

Easy to make appointment. Appointment on time. Nurse explained all in plain English.
Doctor saw me on time no waiting it was a repeat visit and he remembered my problem
Currently seeing the community midwife at Oaklands. I feel like I can't ask questions without being labelled as 'confrontational?'. As a healthcare professional myself I feel as though I get spoken down to and treated as though I have no knowledge.
I was seen on time & received satisfactory advice.
Telephone appointment with Anna, checking on new drug treatment.
Pharmacist listened to my worries and was helpful and informed.
Everyone was very friendly and helpful
Easy to book an appointment, lovely staff.
Great nurse, great visit
Very helpful. Professional advice needed. Thankyou.
Fast. Friendly. Smiley.
Easy to check-in.
Doctor very knowledgeable and friendly.
Cannot fault anything to be honest.
Appointment on time staff Friendly and knowledgeable
I was nervous about coming and really unwell. The Dr was so kind and gentle towards me and asked me lots of things but I didn't feel under pressure. She was patient and really caring. Thank you Dr Magarvi
I contacted the surgery yesterday afternoon to check the details for this appointment. I got a message at 19.12 to say that I had missed the 19.30 appointment. I did not receive a phone call at either time. I was annoyed to receive that message.
I got an appointment!
I got prescribed relevant medication to help me.
Appointment was exactly on time.
Dr was friendly and helpful.
Much appreciated. Thankyou
Dr Saunders is very knowledgeable and support.
The doctor listened to my issues with empathy and dealt with my concerns.
Very kind and understanding thank you
I was called in to review my request for pain killers. I was given a full check up which I was pleased with.
Never a problem with the practice.
Appointment running slightly late but that is not a problem to me. Dr.Maronge, as usual was very attentive and supportive. I like him a lot.
The doctor listened and I felt very confident of the response and treatment advised.
The physio explained what the Robles was as clearly as she could. When it was difficult for me to interpret what she said she repeated the information.
It was my annual checkup and the lady I spoke to was very kind and helpful. Thank you.
No que at reception, told very clear on how to use blood pressure machine. Seen with very sort time in waiting area
Lovely staff and GP was understanding and kind. Always a great service.
Usual excellent service.
Timely phone call, answered any questions I had fully
Very polite and happy with the advice I was given
Dr Farrow listened to me even though I had several problems and reassured me. The various options were given and I came out feeling much happier
Dr Ian Maronge was incredibly helpful. He was very personable and didn't make me feel like my concerns were silly or any less of a worry. He reassured me and gave me great next steps & again reassured me on the said next steps.
Dr Farrow was very professional

Friends and Family Test June 2024 Summary

I was given all the information about my health clearly and in a friendly manner.
Very quick and lovely staff
Had a phone call the nurse was very good
Supportive. Clear plan and advice
I didn't wait long to see a doctor. The doctor was caring and very helpful. Communication was clear.
Very clear and helpful
Asthma nurse very pleasant and concerned
As always everyone kind and helpful a very good experience thankyou
They were very thorough.
Got there 20 mins before appointment, was seen 15mins before appointment and out in 5mins
As always, a very efficient and effective method with a professional approach to understand and deliver the needs of the customer. Thank you.
Appointment on time. Receptionist extremely helpful. Even volunteer was very pleasant
The Doctor gave me a thorough examination followed by a prompt explanation and general advice.
Very efficient and professional service by all, thank you
They do what a doctors should do....pleased.after my previous doctor was totally incompetent
He listenunderstood and explained everything
I spoke the truth it was a pleasure everyone was pleasant thank you
Seen on time and all concerns dealt with by an empathetic GP
Seen as soon as I got to the surgery.
Very thorough, and pleased with service provided. Thank you.
The appointment was quick and friendly
Fast service
Addressed my issues an concerns.
I was very happy with the service received on the day, but disappointed that I had to wait over a week for my appointment.
Went in on time very friendly also able to book next appt for 3 months time
Managed to combine 2 appointments into one visit and both went well and on time.
With all the negative things said about the NHS, perhaps Willington could be be highlighted to show how things can be done to improve surgeries elsewhere.
Wendy provided her usual efficient and professional service. Much appreciated!
Every body was polite and very helpful thank you
Because it was very good
My phone call was on time and informative.
Anna listened and understood my health issues and promised to pursue and contact me next week.
I got reassurance and an answer to my questions
The doctor knew why I had requested an appointment, listened carefully to the information given and had a plan to go forward with a follow up appointment in 3 months.
The appointment wasn't requested by myself. I think it was a pointless exercise to tick a box and secure funding for the surgery. This appointment could have been used for someone who really needed it.
On time appointment, treatment as expected carried out in a professional, curtious and friendly manner.
The Doctor I saw was very friendly, compassionate and professional. The surgery was lovely and clean giving me confidence of attention to hygiene. Thank you
Dr rang at agreed time and clearly explained results, options and next steps
Dr Saunders is very nice to talk to very calm and understanding and patient
Dr listened to me and acted accordingly.
Very good , went in on time,nurse was vey professional
The nurse was helpful and pleasant throughout.

Friends and Family Test June 2024 Summary

My appointment today went really well. Greeted on arrival with a smile and shown to height / weight machine and how to use. No long wait in waiting room and clear instructions on what room to attend. Pleasant and informative discussion with the nurse
The young nurse was first class, knew her job, and had a very pleasant nature
Highly satisfied with appointment
Very prompt no waiting. A lovely helpful doctor.
Prompt and friendly
Physio was ok , sent me exercises straight away, but when tried to book an appointment to see a doctor that she recommended, I was told I couldn't and to try and ring in morning ! Which I think is very poor!
Brilliant as usual.
Good all found service
I was grateful for the opportunity to talk through my symptoms and the doctor listened to me. She gave me time to speak and I did not feel like the appointment was rushed in anyway. I felt very supported. Treatment has been suggested to support me.
Pleasant staff, very efficient. In and out in no time.
Appointment on time and problem solved by doctor. Clean and bright waiting area.
Quick, efficient & pleasant nurse
Nurse was friendly chatty and very professional
Dr Jackson was brilliant
Quick professional service nurse very friendly
Very professional and explained everything happening
The doctor I saw was very patient kind and listened to me. She gave me some good advice and is seeing me again in 2 wks to review how I'm getting on.
Staff were very attentive and nothing was too much trouble.
Lady spoke clearly was very pleasant and helpful
I got an appointment on the day of ringing, I saw a doctor at the appointment time. Very good experience
The staff always look after me and explain what is happening when I attend thanks?
Helpful and on time
Nice friendly GP
Lovely female doctor who made me feel at ease.
Always good
The blood pressure was done very well and in a calm unrushed manner.The result was good as well.
Lovely friendly nurse
Managed to combine two separate appointments into one
The staff were very helpful
Rowena was brilliant - pleasant and efficient
The nurse I saw was very helpful!
Not too long waiting to be seen. Positive response from Dr.
Prompt - listened to me - dealt with efficiently
During appt with pharmacist to review meds they advised me to book appt with GP to discuss symptoms of associated issue. They arranged for reception to contact me so I didn't have to remember. I was called within 1 hr and the appt booked. Excellent!
Prompt and kindy service
Wendy was very friendly and kind. She discussed the vaccines and their known potential side effects including speaking from her experience of patient feedback. The injections were not painful and performed with care. Thank you Wendy.
I didn't have to wait long and was given good advice
Appointment on time &nurse listened
On time appointment pleasant staff
Actually went into see Wendy 2 mins early and as always a polite and professional service

Friends and Family Test June 2024 Summary

My mother was unwell when we arrived. (blood test) I asked at reception if she could be seen. The answer was no. All emergency appointments had gone. My mum is 86. I got her home & called an Ambulance 999. She spent a week in hospital. Paramedics we
Dr was so lovely to me
The pharmacist was very helpful in explaining everything clearly.
How can you do a physio appt & assessment over the phone? Physio is all about assessing the patient's problems.
Friendly and helpful
Excellent service
I felt I was listened to by the doctor
Nurse was on time, polite and efficient
Had to wait a little longer for appointment.
Everyone was polite and helpful
The doctor listened to my symptoms and gave good advice. She seemed concerned about me.
Still some confusion as to what is being carried out pre review
I thought it was a full MOT i.e Blood, weight, blood pressure, feet, wee etc
I had bloods only and because I bought wee it was sent off
The "new" phlebotomist was excellent.
Staff were very helpful and efficient and I was seen 5 minutes before my appointment time.
Didn't have to wait long and was in and out quickly
As efficient as ever.
Nurse was very friendly and helpful.
Call was at scheduled time.
Friendly, welcoming, informative, referral made quickly
Good discussion about my medicines
It was for a prescription review and all was handling excellently. Talking me through the different meds I'm on.
Prompt. Personal. Efficient. Helpful. Reassuring. Professional. Friendly.
Well explained to me.and give me time to chat about things.maid me feel much better.thank you
Excellent service and advice
Efficient
Quick, efficient and friendly
Timely and efficient. Dr. Wright was excellent.
Despite reception staff shortages due to illness, I was geeted by a volunteer, who helped process me for my appointment, and assist operating th BP measuring machine.
On time and the nurse was very friendly.
Friendly efficient staff
Lovely Nurse, very reassuring and just kind in general.
I got a same day appointment and felt that Dr Jackson was very supportive.
Excellent kind and professional staff.
Quick and painless blood test
Efficient and friendly
She's spot on every time you see her ? an absolute belter ?
GP was polite and professional. Listened to my concerns.
Excellent treatment, as always. Thank you.
Prompt appointment on time. Dr Crowley was amazing.
There was blood on the reception desk and when I pointed this out it was not cleared up immediately but a few minutes later, was told you use the bp machine but not informed how to use this until I had waited a few minutes
Dr Dan jackson

Friends and Family Test June 2024 Summary

Receptionist friendly and helpful on arrival. Everything explained to me before blood test.
I felt my health concerns were listened to and relevant tests were actioned.
Appointment was on time. The phlebotomist was as always very pleasant and very efficient. I received answers to my questions and I was out in a jiffy.
I was given a late blood test appointment, went in promptly and was out quickly.
Appointment running to time, friendly and efficient phlebotomist.
Listen to what you have to say. Very friendly and professional.
The Doctor was very empathetic and listened
Seen on time ,people very efficient.
It was easy to park when it is usually very difficult.I did not have to wait long for my appointment.
The nurse was working on time.
The nurse was pleasant and cheerful and did not cause extensive bruising on my arm where blood sample was taken.
On time. Lovely sympathetic nurse. Totally competent and put me At my ease whilst taking out my stitches. Love this practice
The Doctor was very thorough and reassuring . Explained things to me .
Appointment on time, quick and efficient.
Very nice reception - no bruise!
Excellent attention to my leg injury.
Friendly, professional reception staff that helped with an appointment. Thank you
Very lovely surgery. Reception. Phlebotomist.
Super speedy.
Super polite.
No prob ever
Appointment on time
Friendly staff
Good job
I don?' feel like the doctor gave me any specific advice - it was all just generic
Very promote appointment and very friendly staff
Appointment was on time and Dr was very good with my son and put him at ease
It was easy to book an appointment forthe date requested by the hospital for blood tests. I was seen on time, and the phlebotomist was very gentle. Wonderful service, much better than driving to Royal Hospital for a blood test. Thankyou!
Went in on appointed time and efficient service
Dr was kind, caring gave lots of information and listened to my son explaining the problem. Excellent service as usual from Willington
The moment I checked , the staff were sooo helpful and polite, from reception to the lady who helped me with the blood pressure monitor .the bloody nurse was brilliant xx
Treatment received was first class . Every one was friendly and helpful.
Waited 20 mins before I was
Called ,but the doctor apologised which was fine apart from that ok, very through and helpful !!
Although I had a bit of a wait on the phone , once I spoke to someone they were, helpful and efficient. I was able to see a Dr and get started on the necessary medication on the same day .
Dr O'Hara was clear and ?translated? information from an MRI in a way I could understand.
He was calming and personable.
Thank you
Phlebotomist is very good at her job
Always thorough exams
All round great service.
Great service as always

Friends and Family Test June 2024 Summary

Listened to my problem and was very helpful, she was very friendly and polite.
On time.
Personal.
Professional
I called up, quite distressed, in the hope of speaking to a doctor. The receptionist was very kind. Dr Farrow was patient, kind and listened to me very incoherently try to explain my issue. She was very helpful.
The nurse was very helpful in answering my questions.
Pharmacist was very thorough in listing my medicine and he asked appropriate questions about my use and understanding of the drugs I use. A good experience.
Very kind, professional staff & Doctor. Providing me with the correct help when I most need it. We very much appreciate having this excellent surgery in our community.
Before the appt I wasn't made aware that it was just an assessment and that I would not be given any guidance about the exercises I would be sent.
Seen promptly by both doctor and nurse
See. Promptly and dealt with quickly
The wait was 15 over my time
I was seen promptly by a very caring Dr Saunders, who explained a lot and was a great help
In on time and the Dr and Nurse were very friendly.
Doctor was very informative and helpful
I was listened to understood and investigated with compassion
Doctors very helpful
I was seen on time.
I felt listened to by the GP at my appointment.
Options were discussed for treatment.
Very friendly professional and efficient.
Same day appointment given. GP very informative and kind. Very efficient service . Thank you
Nurse was very Helpful Excellent
Efficient and informative session
Polite, Friendly and reassuring.
GP understanding and very friendly
Very satisfied with the service provided
Excellent service. Cheerful and professional even when they struggled to get blood.
Very quick & effective for what I required
Appointment on time. All staff helpful and friendly.
A good service on time appointment thankyou
We love Dr Heidi. Efficient, kind and knowledgeable. A very reassuring spiny to help with my newborn and feeding.
The pharmacist listened patiently and helped perfectly with all my needs. My NHS app already updated for my next issue of meds.
The nurse did an excellent job. She was very professional, discreet and caring. I was put at ease and felt I received a quality service.
Doctor really personable , though, invited back for follow up appointment one week later ! Excellent , well rounded service .
Referred for GP appt by midwife. Seen very quickly, no wait and GP was very approachable and reassuring- thank you.
Friendly , helpful staff , Dr sat and explained everything to me , clearly so I understood everything .
I was seen to on time, the surgery was clean, bright and airy with lots to keep me occupied while I waited. Plus Julie the nurse was just wonderful; friendly, smiling, polite and just so lovely in general

Friends and Family Test June 2024 Summary

The Dr was very helpful on advising my daughter on contraception. However, I was taken aback by the fact she questioned why I was there and asked my daughter if I should leave. I have a great relationship with my daughter, why question that?
Doctor was extremely helpful and diligent. All staff and pharmacy very helpful
A very thorough consultation with the pharmacist ?,excellent service
A pleasantly chatty and friendly phlebotomist who didn't hurt or bruise me!
On time and lovely phlebotomist very smiley.
The clinical pharmacist was extremely knowledgeable about high blood pressure and the various treatments but also listened carefully to any questions I raised and answered them fully.
Excellent behavior, very professional contact. Thank you very much for your support.
Very helpful Nurse and I was given the time to discuss the reason I was attending. I was flooded with helpful information and follow up appointment with the Dr to discuss further.
I missed a telephone call from the physiotherapist so rang the surgery.
The receptionist spoke to the physiotherapist who then rang me back straight away.
Same day appointment and informative consultation
Very efficient, on time, listened well and I felt understood!
Appointment bang on time and excellent service delivery
Can not fault the service I have had
Because the nurse was so nice
It was quick and efficient.
I phoned in at 8am, and got a phone appointment with the doctor, later on in the afternoon.
Very nice Nurse who cleaned my wounds took sterile strips off and put a clean dressing on
Prompt efficient service
I was seen on time by very pleasant and professional lady.
The appointment I had with the midwife was fine. However I can't say anything about the surgery itself because you thought it was appropriate to move midwife appointments out of the surgery miles away to Swadlincote. Clearly not considered importan
Appt on time. Dr Farrow was excellent: she listened carefully without rushing me, did physical examination but also asked about the broader health/ lifestyle picture, appropriate tests and follow-up organised with timescale. Lots of time and care.
The dr listened, explained and was sensitive and supportive
The appointment was quick -triaged well
The blood pressure machine was not the best experience
Friendly member of staff. Great surgery.
Extremely welcoming and helpful receptionist, very short waiting time, friendly and efficient phlebotomist.
Very good service could not have been any better and very helpful and lovely staff.
Explained results of recent Vascular tests very well.
Professional
Was able to get urgent appointment ,same day,much appreciated.
As always I am welcomed and made to feel valued.
Unlike other surgeries where one feels very much like an inconvenience. Thank you.
Dr listened and gave a professional and friendly consultation with no embarrassment felt for an examination.
Professional and thorough tel appt, very nice pharmacist
complete waste of my time, especially when having to leave work early! Also the comment that was made some people can fight the infection whilst others can die from it, but you are still here wasn't very helpful. Came out with no prescription.
I telephoned for an appointment this morning and was able to see a doctor mid morning. The doctor was extremely thorough with my problem and I can't praise him enough and hopefully it will lead to a good outcome with the information he has given me.

Friends and Family Test June 2024 Summary

Appointment was made in good time. The nurse was efficient and made a number of suggestions to help me manage the impact of the operation.
In for a blood test ,very quick and efficient and caring.
A brilliant service
.
Attended for a blood test. Was not kept waiting. Phlebotomist was polite and the test was not painful.
Please keep doing what you are doing as a surgery which is putting the patient first.
I arrived on time & went straight to my appointment with no delay. Felt at ease as the Nurse was excellent.
Nice GP
Excellent service as usual at Willington. On time with perfect patient care.
Speedy pricess and great confident advice given
Courteous and efficient.
Easy booking, short wait time on arrival, good consultation
Calm atmosphere, nurse was prompt just simple and easy to have bloods taken and b12 injection.
Seen on time and Dr was excellent in trying to help me and explained things
Good appt and Doctor , but long wait for appt
This was a sensitive appointment, and I?d had a very uncomfortable experience previously. The nurse I saw was fabulous, listened to my concerns and put my mind at ease. She also carried out the procedure excellently with minimal discomfort.
DR IS LOVELY, CARING , COMPASSIONATE. FEEL LIKE YOU CAN DISCUSS ANYTHING & SHELL LISTEN.
The Dr was very thorough and dealt with my issues.
The conversation was very clear and easy to understand.
The Clinical Pharmacist was excellent explaining in detail the medication I needed and why - he gave me plenty of time and I didn't feel at all rushed.
Friendly and although not running to time, they were efficient and supportive
The GP listened to what I had to say and was able to prescribe the medication I needed to have. He was aware of the recent letter sent to the surgery from the hospital and was able to act on it. He appeared interested and had a very friendly manor.
I arrived 5 minutes early and I was seen straight away.The Nurse was very efficient.Thanks.
Excellent service
So fortunate to have a good Surgery at Willington
No appointments
Reception talking, slow to greet, otherwise to marks. Nurse excellant!
Every time I have an appointment, everyone is so nice, putting me at ease, Dr. Wright is a star and the nurses too.
Seen on time and appointment very thorough and useful.
On time
Very nice doctor
Always helpful
Appointment with Doctor Wright on time . She answered the questions I asked and has arranged a follow up appointment for next week.
I am always impressed by the service Willington surgery offers , the doctor today was really good , I felt listened to and re assured.
I never have problems and they always look after me very well
Anna was a very pleasant lady and listen to me without judgment and offered helpful advise.
Professional and efficient

Friends and Family Test June 2024 Summary

I'm still waiting for said appointment

Polite and helpful staff

Able to prebook appointment. Julie polite, personable and professional. Always feel supported. Thank you.

Professional, prompt and very courteous service

Dr Cowley is thorough with her examinations looks at previous notes, which helps! and fully explained reasons for symptoms options

Dr Jackson was brilliant. Thank you